

IN THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

1 1-21. (Canceled)

1 22. (Currently Amended) A method for monitoring, ~~from a remote location~~
2 ~~comprising a monitor and control unit~~, operations of a head-end in an information
3 distribution system, the method comprising:
4 receiving, at a monitor and control unit located remote from at least one head-end,
5 status ~~from a head-end~~ relating to operations of head-end elements providing content to
6 terminals within a coverage area of ~~a head-end~~ the head-end elements
7 collecting by receiving, at the monitor and control unit [,] capability information
8 for each of a plurality of remote devices of off-site personnel including an identity of each of
9 the plurality of remote devices, a device type of each of the plurality of remote devices, a
10 device format supported by each of the plurality of remote devices and a reporting level
11 associated with each of the plurality of remote devices and capability of a plurality of remote
12 devices capable of responding to status of elements of the head-end from the monitor and
13 control unit;
14 processing the status relating to the operations of the head-end elements to identify
15 problems associated with the head-end elements and to generate report messages for the off-
16 site personnel based on the identified problems received from the monitor and control unit in
17 conformance with the indicated capabilities of remote devices designated by the monitor and
18 control unit to receive the status;

19 forwarding the ~~processed status~~ report messages from the monitor and control unit to
20 a communication server for routing to at least one of the plurality of remote devices
21 designated from the plurality of remote devices; and
22 sending the ~~processed status received by~~ report messages from the communication
23 server to the designated remote devices to present the status report messages to the off-site
24 personnel associated with the designated remote devices for troubleshooting the operations of
25 the ~~elements of the head-end~~ elements.

1 23. (Previously Presented) The method of claim 22, further comprising:
2 receiving a response message at the communication server from the remote devices
3 sent the status;
4 forwarding, from the communication server, the response message to the monitor and
5 control unit; and
6 forwarding the response message, received by the monitor and control unit from the
7 communication server, to a responsible entity at a targeted head-end, wherein the received
8 response message from the at least one remote device includes a command to adjust a
9 parameter of an operation performed by an element at the targeted head-end.

1 24. (Previously Presented) The method of claim 23, further comprising:
2 receiving indications of error conditions relating to the one or more operations of
3 elements of the head-end; and
4 forwarding one or more alert messages to the one or more remote devices in response
5 to receiving the indications.

1 25. (Previously Presented) The method of claim 23, further comprising:
2 polling a plurality of head-ends for status relating to the operations of elements of the
3 head-end.

1 26. (Currently Amended) The method of claim 23, wherein the ~~indicated~~
2 ~~capabilities is indicated as~~ collected device format supported by each of the plurality of
3 remote devices comprises text, graphics, or a combination thereof.

1 27. (Currently Amended) The method of claim 23, ~~further comprising:~~
2 ~~receiving an indication of a particular reporting level for the remote devices~~
3 ~~designated to receive status, and~~
4 wherein status of the elements of the head-end are forwarded to the remote devices in
5 conformance with the indicated reporting level.

1 28. (Previously Presented) The method of claim 23, wherein the received
2 status includes status relating to encoding operations performed by an element of the head-
3 end.

1 29. (Previously Presented) The method of claim 27, wherein the status
2 relating to the encoding operations performed by an element of the head-end includes status
3 for one or more buffers used to store encoded data by an element at the head-end.

1 30. (Previously Presented) The method of claim 23, wherein the received
2 status includes status relating to multiplexing operations performed by an element at the
3 head-end.

1 31. (Previously Presented) The method of claim 23, wherein the received
2 status includes status relating to a particular transport stream transmitted from the head-end
3 by an element of the head-end.

1 32. (Previously Presented) The method of claim 23, wherein the received
2 status include bit rates for a plurality of types of data being provided from the head-end by an
3 element of the head-end.

1 33. (Previously Presented) The method of claim 23, wherein at least one of the
2 plurality of remote devices is a pager.

1 34. (Previously Presented) The method of claim 23, wherein at least one of the
2 plurality of remote devices is a cellular telephone.

1 35. (Previously Presented) The method of claim 23, wherein at least one of the
2 plurality of remote devices is a wireless device.